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I RECEIVED A MESSAGE THAT MY REQUEST WAS CLOSED. HOW DO I VIEW THE RESOLUTION TO MY REQUEST?

I AM HAVING AN EMERGENCY! HOW DO I CHANGE THE PRIORITY OF THE REQUEST TO A HIGHER LEVEL?.





HOW TO CONTACT ETS FOR TECHNICAL SUPPORT OR HELP

STEP 1: If you do not have an existing login to our online customer portal, please request a user name or password by:

- a) Calling Toll-free: **(877) ETS-4-TCH** (877.387.4824) and asking for or Customer Support, or
- b) Filling out the form located at: <http://www.ets4tech.com/requestpassword.php>

If you are an existing user, please go to:

<http://requests.hershonline.com>

Enter your user name and **password**.

A login form with two input fields: 'Username' and 'Password'. Below the fields is a checkbox labeled 'Keep me signed in' and a 'Login' button.

STEP 2: Once logged in, please *select the problem* you need help with:

A form titled "I am having issues with:" containing a dropdown menu with options: "Select Template", "E-mail", "FTP", "Website Update", "Workstation", and "If others, please specify". Below the dropdown is a text input field and a "Search" button. At the bottom right of the form is a "Show All" button.

continued >



HOW TO CONTACT ETS FOR TECHNICAL SUPPORT OR HELP *(continued)*

STEP 3: Please *complete the ticket in its entirety* and hit the **ADD REQUEST** button.

Requests > New Request Apply Template Select Template

New Request

Priority * Normal (Resolve at next scheduled vis)

Owner details

Group * Operations (admin issues)

Requester Details

Name * temp Workstation ID

Category Details

Category * Services

Sub Category Network

Item Select Item

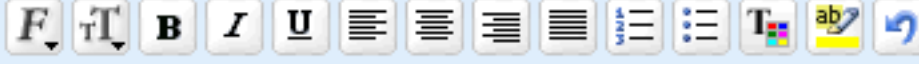
Main contact for this request * Mr. Temp

Location (address) of request 123 E. Temp Road Temp City, Temp 90234 Best means to reach primary contact *

Mandatory items needed for this request (software/hardware/etc.) Microsoft Office 2007

Subject * Need to install office 2007

Description



My computer does not have outlook. I need help installing

Attachments : [Attach a file](#) Attached Files :

Our typical response time will vary based upon the nature of the request and urgency assigned to the issue.

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SHOULD THE CUSTOMER PORTAL ONLY BE USED FOR IT RELATED ISSUES?

The online customer portal can be used to request support for all technology related issues ranging from:

1. Operations
2. Billing
3. Marketing
4. Managed Services
5. IT Services

I NEED TO UPLOAD MY ART FILES TO THE CUSTOMER PORTAL. HOW DO I DO THIS?

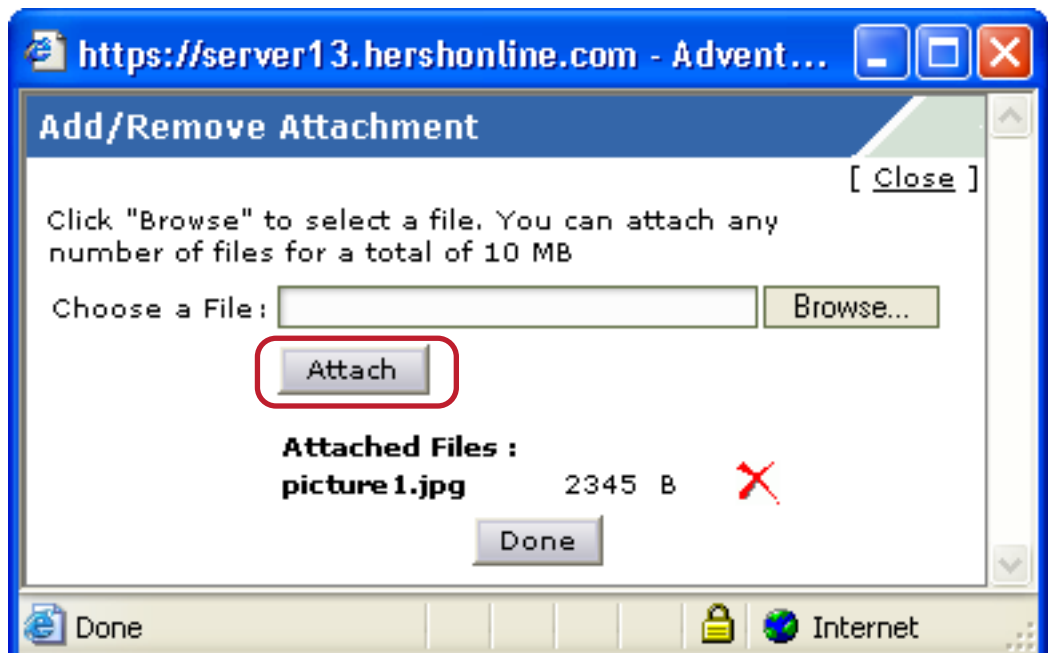
STEP 1: Click on the **Attach A File** link. (You'll find this link below the Description area of your new Request.)

The screenshot shows a web form for creating a request. The 'Subject' field contains 'New image for website'. The 'Description' field has a rich text editor with the text 'Add this image to the About Us page on our website.' Below the description, the 'Attachments' section features a red-bordered button labeled 'Attach a file'. To its right is an 'Attached Files' input field. At the bottom of the form are three buttons: 'Add Request', 'Reset', and 'Cancel'.

STEP 2: You will see the Browse for File window; first, click the **Browse** button and locate the file on your computer that you wish to upload.

Next, click the **Attach** button to attach the file. When finished, click **Done**.

IMPORTANT: You *must* click the **Attach** button to upload the files.



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I JUST PLACED A REQUEST IN THE ONLINE CUSTOMER PORTAL AND I FORGOT TO INCLUDE A FEW KEY ITEMS. DO I HAVE TO RE-ENTER THE ENTIRE REQUEST?

No, you can edit your Request anytime.

STEP 1: Login to the system and click on the **Pending Requests** link on the main page.

My View

| My Summary Sheet | | |
|------------------|---|----------|
| | Pending Requests Pending requests | 1 |
| | Completed Requests Completed requests | 0 |
| | All Requests All requests sent by the Requester | 1 |

I am having issues

Select Template

Search Solutions

STEP 2: Click on the desired request.

[Requests](#) > **My Pending Requests**

My Pending Requests

Filter Showing My Pending Requests Showing : 1

| Subject | Requester Name | Assigned To |
|------------------------------------|----------------|-------------|
| Need to install office 2007 | temp | Unassigned |

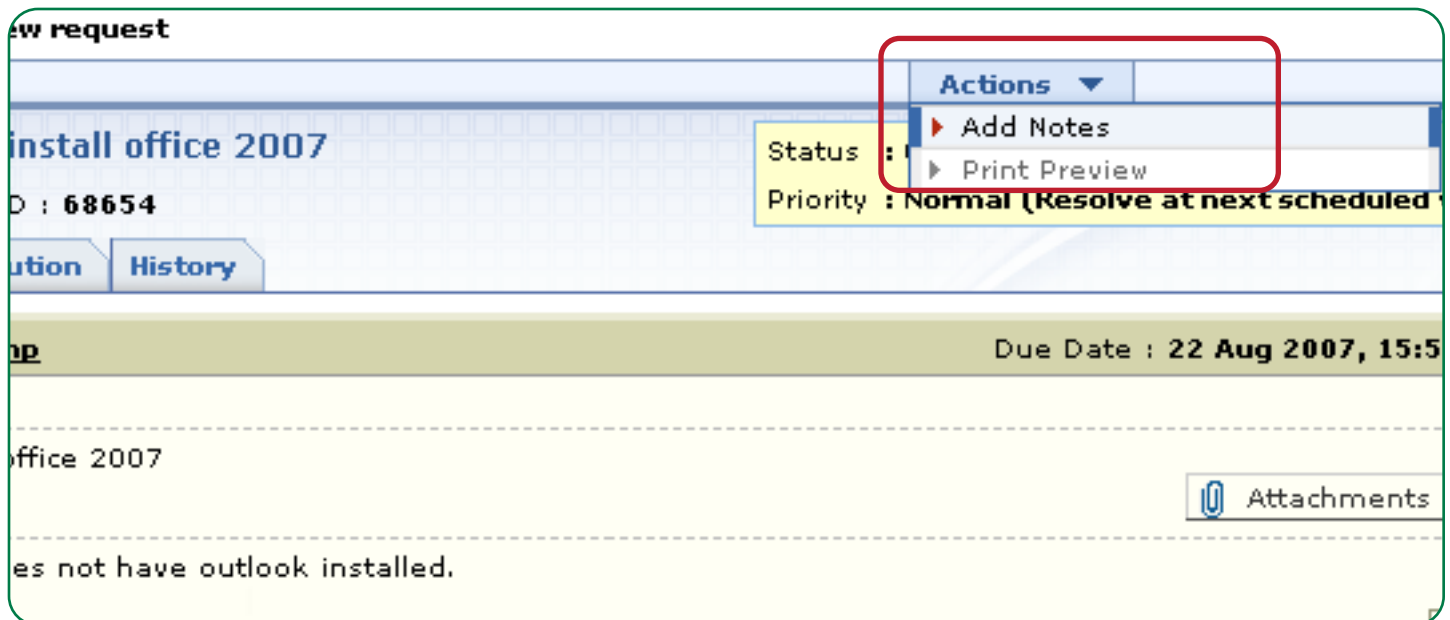
Request ID : 68654
Category : Services
Subject : Need to install office 2007
Description : My computer does not have outlook. I need help installing office 2007.

continued on next page >

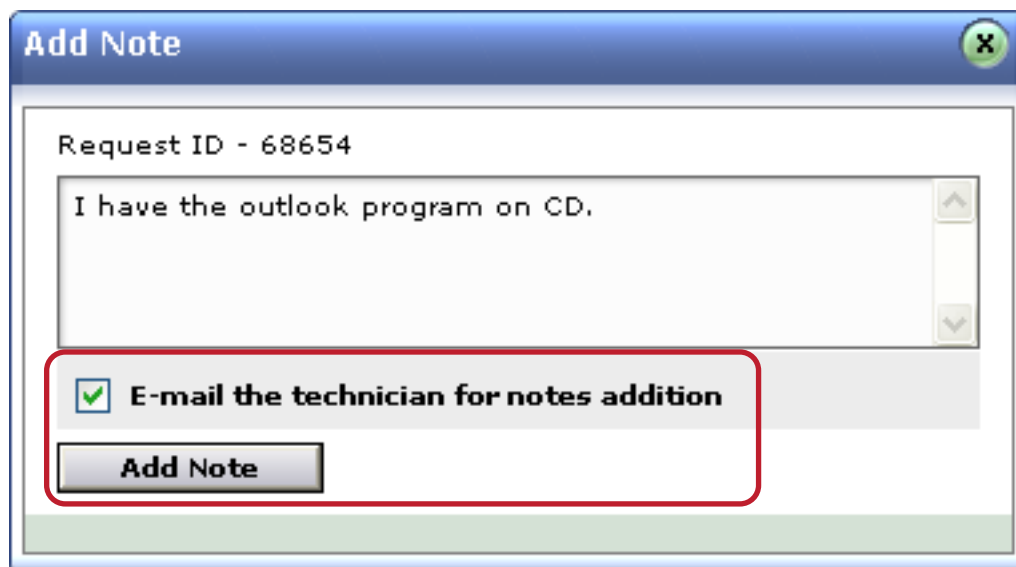


I JUST PLACED A REQUEST IN THE ONLINE CUSTOMER PORTAL AND I FORGOT TO INCLUDE A FEW KEY ITEMS. DO I HAVE TO RE-ENTER THE ENTIRE REQUEST? *(continued)*

STEP 3: Click on the **Action** Menu (to the top right of the window) and click **Add Notes**.



STEP 4: Enter your addition. Make sure to *click on the check box* labeled "**E-mail the technician for notes addition**" to alert the assigned technician of your job status. Click **Add Note** to update your request.



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HOW DO I VIEW THE STATUS OF MY REQUEST?

STEP 1: Login to the system and click on the **Pending Requests** link on the main page.

My View

My Summary Sheet

| | | |
|--|---|---|
| | Pending Requests Pending requests | 1 |
| | Completed Requests Completed requests | 0 |
| | All Requests All requests sent by the Requester | 1 |

I am having issues

Select Template

Search Solutions

Search

STEP 2: Click on the desired request.

[Requests](#) > **My Pending Requests**

My Pending Requests

Filter Showing My Pending Requests Showing : 1

New Request

| Subject | Requester Name | Assigned To |
|------------------------------------|----------------|-------------|
| Need to install office 2007 | temp | Unassigned |

Request ID : 68654
Category : Services
Subject : Need to install office 2007
Description : My computer does not have outlook. I need help installing office 2007.

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HOW DO I VIEW THE STATUS OF MY REQUEST? *(continued)*

You can view all the request details such as the assigned technician and the current status of the request.

| | | | |
|---|-----------------------|--|---|
| Sub Category | Network | Priority | Normal (Resolve at next business day) |
| Item | Not Assigned | Mode | Web Form |
| Workstation | - | Level | Level 3 (server support, network, etc.) |
| Created Date | 17 Aug 2007, 15:51:50 | Due Date | 22 Aug 2007, 15:51:50 |
| Created By | temp | Location (address) of request | 123 E. Temp Road Temp |
| Main contact for this request | Mr. Temp | Best means to reach primary contact | Florida Office 800.44.Te |
| Mandatory items needed for this request (software/hardware/etc.) | Microsoft Office 2007 | | |
| Requester Details | | | |
| Requester Name | temp | Email Address | - |
| Contact number | - | Mobile number | - |
| Department | - | Contact Name | - |
| Contract 3 Title | - | Additional Notes | - |
| Vendor | - | Company Url | - |
| Company Address | - | City | - |
| State | - | Zip Code | - |
| Contact 2 | - | Contact 2 Title | - |
| Contact 3 | - | Fax Number | - |
| Telephone 2 | - | Telephone 3 | - |
| Discussion Notes | | | |
| User: Technician (Level 3) | | | |
| Do you have a license for office 2007? | | | |
| User: temp | | | |
| Please send my favorite technician, Temp Jr. | | | |

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I RECEIVED A MESSAGE THAT MY REQUEST WAS CLOSED. HOW DO I VIEW THE RESOLUTION TO MY REQUEST?

STEP 1: Login to the system and click on the **Completed Requests** link on the main page.

My View

My Summary Sheet

| | | |
|--|---|----------|
| | Pending Requests Pending requests | 0 |
| | Completed Requests Completed requests | 1 |
| | All Requests All requests sent by the Requester | 1 |

I am having issues

Select Template

Search Solutions

STEP 2: Click on the desired request.

[Requests](#) > **My Completed Requests**

My Pending Requests

Filter Showing My Completed Requests Showing : 1

| Subject | Requester Name | Assigned To |
|------------------------------------|----------------|-------------|
| Need to install office 2007 | temp | Temp Jr. |

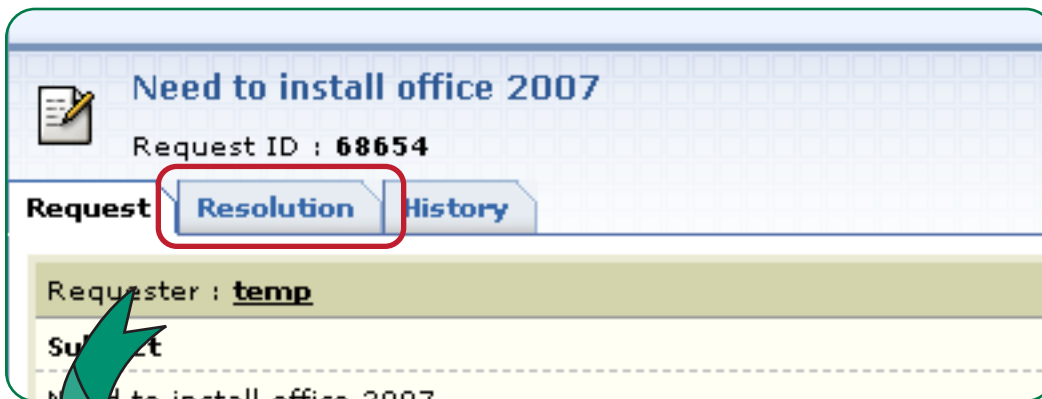
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I RECEIVED A MESSAGE THAT MY REQUEST WAS CLOSED. HOW DO I VIEW THE RESOLUTION TO MY REQUEST? *continued*

STEP 3: Click on the **Resolution** tab at the top of the request to see the resolution.



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I AM HAVING AN EMERGENCY! HOW DO I CHANGE THE PRIORITY OF THE REQUEST TO A HIGHER LEVEL?

When creating a request, please select **High (Emergency)** under **Priority**.

Please note unless you have pre-defined terms with our organization, you will be responsible for paying the emergency rate for all required services.

[Requests](#) > **New Request** Apply Template

New Request

| | | |
|---|--|------------------------------------|
| Priority * | Normal (Resolve at next scheduled vis | ▼ |
| Owner details | | |
| Group * | Select Priority | |
| | High (Emergency) | |
| | Low (Complete all other tasks before reso | |
| | Medium (Resolve within the next 3 visits) | |
| | Normal (Resolve at next scheduled visit) | |
| Requester Details | | |
| Name * | <input type="text" value="temp"/> | Workstation |
| Category Details | | |
| Category * | Operations (admin) | ▼ |
| Sub Category | Select Sub-Category | ▼ |
| Item | Select Item | ▼ |
| Main contact for this request * | <input type="text"/> | |
| Location (address) of request | Main Corporate Office \r\n(Please change if this is not correct) | Best means to re primary contact * |
| Mandatory items needed for this request (software/hardware/etc.) | (Please leave blank if there are no items required for this job) | |
| Subject * | <input type="text"/> | |
| Description | | |